NETWORK MANAGER REPORT

SEPTEMBER 2008

SUBMITTED BY Sloane Wright, General Manager

N E T W O R K   M A N A G E R   R E P O R T

SEPTEMBER 2008

OVERVIEW

Operations

September was geared around finalizing license renewal application updates for many agency partners who renew with the state's fiscal year ending on September 30th. During the month, AI moved two new applications to production, bringing the annual total to 17 applications for 2008, as well as completed three updates bringing the annual total to 36.

Highlights for the month were:

- Alabama Interactive launched the Initial License Application for the Alcoholic Beverage Control (ABC) Board. This service allows district offices to enter initial license information from applicants instead of taking paper applications and rekeying them to the database. This service should significantly increase the ABC board's efficiency in the licensure process.

- The month of September resulted in a significant boost for license renewals through the Alabama Board of Physical Therapy. The department saw an increase of over 12% in the number of users on the application from September of 2007.

- AI proudly launched a new application for the Alabama Secretary of State's Office. This service will allow users to search UCC's by filing number, debtor or secured party, current or lapsed status and maintain a search history.

- The Alabama Board of Architects had a tremendous increase in online license renewals in September. The board has seen a 15% increase in adoption rate this year compared to September 2007.

- AI completed an update for the Alabama Board of Examiners in Marriage and Family Therapy, license renewal application. A number of text and fee changes were made to the application. The certificate printing functionality was also disabled on the application.

- During the month of September, AI completed the implementation of over the counter merchant services for the Alabama ABC board. This over the counter solution which accepts PIN debit transactions is the first of its kind for NIC and could be utilized by several agencies.

- AI attended a September meeting with the Alabama Electronic Securities Board to discuss potential online services. The discussion included the possibility of AI developing an online application for State security licensees to renew existing licenses online.

Marketing

During the month of September, Alabama Interactive issued a press release announcing Alabama's official state Web site (www.alabama.gov) top ten ranking in the Center for Digital Government's annual Best of Web competition for government portal excellence. Alabama.gov placed fifth in the nation among qualifying web sites. The 2008 Best of the Web competition recognized the most innovative and user-friendly state Web portals and was conducted by the Center for Digital Government, a national research and advisory institute on information technology policies and best practices in state and local government. Sites were judged on delivery of public services, efficiency, economy, and functionality for improved citizen access.

In September, AI nominated the Information Technology Strategic Planning Application for the 2008 eC3 Excellence Awards Program. The IT Strategic Planning Application was nominated for its showcase of innovative use of the web in government management practices. Through this application, state agencies have the capability to submit Information Technology organizational plans, link plans to budget requests and appropriations, and create meaningful IT performance measurements.

Also during the month of September, an email was sent to all the subscribers of the Alabama Secretary of State Uniform Commercial Code (UCC) Online System to announce the online availability of UCC image searches. This functionality allows users, through their current subscriptions, to search, view and print UCC document images.

Customer Service

September signified the end of the third quarter as business responsibilities and license renewal service calls heavily increased throughout the month. AI customer service continued to answer support emails, live chats, and phone calls from people with general questions about various state services. The Alabama Interactive staff fielded 546 live chats, over 350 customer service emails and numerous phone calls.

AI received several customer service emails, complimenting the ease of use and meticulous maintenance of numerous applications. One particular user mentioned that the Tax Estimation Application was "easy to use and sign-up was a breeze." He also noted the site was the "tightest application" he had ever used.

Development

The Alabama Interactive Development Share team held one meeting during the month of September. The team discussed the multiple ways regular expressions for validation in AI's applications are used and how these methods can be improved. During this meeting the team also learned some best practices from each other so as to make our future applications more robust and secure.

PROJECT REPORT

Completed New Applications for 2008

Agency	Application	Description	Date Completed
Alabama Department of Insurance	Merchant Services	This application will allow for constituents to pay their appointment continuations online.	01/02/2008
Alabama Department of Revenue	Trucking Portal	This website provides a single-source, one-stop portal for truckers in or passing through Alabama.	01/05/2008
Alabama Department of Revenue	International Fuel Tax Agreement (IFTA) Merchant Services	This application will allow constituents to pay their IFTA license payments online.	02/22/2008
Alabama Heating and Air Conditioning Board	Exam Application	This application will allow for constituents to apply for their exam online.	02/20/2008
Alabama Department of Revenue	Vehicle Information Number (VIN) Check	This application will allow for constituents to obtain limited title information online.	02/22/2008
Alabama Secretary of State	Farm Filings	This application will allow for constituents to submit UCC-1F filings online.	03/01/2008
Alabama State Bar Association	Section Membership Renewal	Allows members to complete their section membership renewal	04/11/2008
Alabama Criminal Justice Information Center (ACJIC)	Limited Criminal Histories	Allows users to complete Alabama Criminal background checks of all arrest, court and traffic records	04/14/2008
Alabama State Bar Association	Convention Registration	Allow members to complete annual convention registration online	04/24/2008

Alabama Dept of Environmental Management	Merchant Service	Allows users to pay for hazardous waste permits online.	05/16/2008
Alabama Home Builders Licensure Board	Expired Inactive Corporation	Allow corporations to renew their expired inactive licenses online.	05/30/2008
Alabama Dept of Economics and Community Affairs	Merchant Service	Allows buyers to purchase surplus property via credit card at live auctions.	05/29/2008
Alabama Alcoholic Beverage Control Board	License Renewal	Allow licensees to renew online.	06/23/2008
Alabama Board of Court Reporting	License Renewal	Allows court reporters to renew their licenses online.	07/30/2008
Alabama Alcoholic Beverage Control Board	Merchant Service	Intranet Report for subscribers and interactive users selling industry records.	08/15/2008
Alabama Secretary of State	UCC Searches	Application to redact SSN from UCC documents	09/4/2008
Alabama Alcoholic Beverage Control Board	Initial License	Initial License Renewal for stores	09/30/2008

Completed Updates for 2008

Agency	Application	Description	Date Completed
Alabama Department of Public Safety	Reinstatement Merchant Web Service	This web service integrates with the departments existing cash register system to provide a method to take credit cards.	01/19/2008
Alabama Real Estate Commission	Course Renewals	Update to allow users to view information during non-renewal periods.	01/19/2008
Alabama Real Estate Commission	Menu System	Update to existing menu system.	01/01/2008

Alabama Department of Conservation and Natural Resources	Becoming an Outdoor Woman Updates for Spring 2008	Updates to last year's application.	01/10/2008
Alabama Board of Nursing	Reinstatement	Update to the existing application.	01/07/2008
Alabama Department of Public Health	EMT License Renewal	Update to automate export script.	01/10/2008
Alabama Department of Conservation and Natural Resources	Phone Sales	Update to existing print option for phones sales license envelopes.	01/10/2008
Alabama Department of Revenue	Business Privilege PSE	Added fiscal year option to existing application.	01/20/2008
Alabama Board of Examiners in Marriage and Family Therapy	Update to renewal application	Update to allow users to reprint their certificates	01/15/2008
Alabama Real Estate Commission	Course Renewals	Update to add option on the admin side to deny a course	02/11/2008
Alabama Department of Revenue	File Export Update	Update to existing export file for several applications.	02/20/2008
Alabama Department of Conservation and Natural Resources	Update to license application	Update to incorporate driver's license verification into hunting/fishing application.	02/26/2008
Alabama Department of Insurance	Merchant Services	Added e-check image for ACH transactions	02/19/2008
Alabama Farmer's Market Authority	Shopping Cart	Update to header/footer on shopping cart application.	02/26/2008
Alabama Department of Mental Health and Retardation	Intranet Report	Update to the existing case mgr training application which provides exam results and dates of completion for the department.	03/21/2008

Alabama Board of Interpreters and Transliterators	License Renewal	Update to existing renewal application that includes a PDF receipt certificate.	03/13/2008
Alabama Department of Revenue	Vehicle Information Check	Update to allow users to subscribe to this service.	03/20/2008
Alabama Real Estate Commission	License Renewal	Update to existing license renewal application for 2008 renewals.	03/14/2008
Alabama Department of Conservation	Magazine Sales	Update to existing application page layout to display images of the magazine cover.	03/25/2008
Alabama Board of Chiropractic Examiners	License Renewal	Update to existing application to include the ownership type.	03/31/2008
Alabama Department of Conservation and Natural Resources	Web Service Report	This application will allow for county probates to view reports for hunting and fishing licenses.	03/10/2008
Alabama Department of Conservation and Natural Resources	License Sales	Allow driver's license to be validated on hunting/fishing license sales.	04/14/2008
Alabama Farmer's Market Authority	Shopping Cart	Added additional items to their shopping cart application.	04/23/2008
Alabama Real Estate Commission	License Renewals	Update to the existing application.	05/27/2008
Alabama Board of Accountancy	License Renewal	Update to the import and export script.	05/14/2008
Alabama Forestry Commission	License Renewals	Update to the existing renewal application.	06/30/2008
Alabama Board of Cosmetology	License Renewal	Update to existing renewal application allowing salon licensees to renew multiple license types online.	06/16/2008

Alabama Home Medical Equipment Service Provider	License Renewal	Added PDF receipt to the existing application	07/01/2008
Alabama Department of Conservation and Natural Resources	Becoming Outdoor Woman (BOW) Registration	Update to include fall sessions for BOW	07/30/2008
Alabama Real Estate Appraisers Board	License Renewals	Update to the existing renewal application	07/31/2008
Alabama Board of Physical Therapy	License Renewals	Update to the existing renewal application	07/31/2008
Alabama State Board of Auctioneers	License Renewals	Update to the existing renewal application	07/31/2008
Alabama Board of Architects	License Renewal	Update to current license renewal	08/15/2008
Alabama Board of Nursing	RN License Renewal	Allow licensees to renew online	08/29/2008
Alabama Department of Conservation and Natural Resources	Hunting/ Fishing	Update to current license application	08/29/2008
Alabama Department of Revenue	Export File Update	Update to existing export file	08/29/2008

In Testing…

Agency	Application	Description	Status	Target Date
Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is on hold by the agency.	April 2006
Alabama Department of Revenue	Initial Business Privilege Tax	Allow users to complete the initial privilege tax online	This application is in agency testing.	March 2008

Alabama Board of Examiners of Landscape Architects	License Renewal	Allow users to renew their license online	This application is in agency testing	October 2008
Alabama Real Estate Commission	New Course Registration	Allows instructors to submit courses online for approval	This application is on hold by the agency.	January 2008
Alabama Department of Public Health	EMS Provider License Renewal	Allows brick and motor buildings to renew licenses	This application is in agency testing.	May 2008
Alabama Department of Revenue	Abandon Vehicles Title Search	Allows users to search titles online	This application is in agency testing.	May 2008
Alabama State Veterinary Medical Board	Technician License Renewal	Allows technicians to renew their license online	This application is in agency testing.	October 2008
Alabama State Veterinary Medical Board	Faculty License Renewal	Allows facilities licenses to be renewed online	This application is in agency testing.	October 2008
Alabama Development Office	Industry Records Sales	Intranet Report for subscribers and interactive users selling industry records	This application is in agency testing	October 2008
Alabama Department of Revenue	Motor Vehicles, Form 04	Allow lien holder filings to be submitted online	This application is in agency testing	October 2008
Alabama Department of Revenue	Motor Vehicles, Form 02	Allow users to pay for initial title replacements online	This application is in agency testing	October 2008
Alabama Department of Public Health	Child Health IVR Solution	Allow users to make AllKids payment via phone	This application is in agency testing	November 2008
Alabama Board of Cosmetology	Group Verification	Allow users to have access to group verification online	This application is in internal testing	October 2008

Alabama Plumbers and Gas Fitters Examining Board	License Renewal	Allow users to apply for license online	This application is in internal testing	October 2008

In Development …

Agency	Application	Description	Status	Target Date
Alabama Department of Corrections	Shopping Cart	Allow users to pay for shopping cart items	This application is in development	TBD
Alabama Board of Examiners in Counseling	License Renewal	Allows users to renew licenses	This application is in development	April 2008
Alabama Board of Home Medical Equipment Services Providers	Initial License	Allow users to apply for license online	This application is in the pre-project phase	July 2008
Alabama Board of Court Reporting	Initial License	Allow users to pay for license online	This application is in the pre-project phase.	October 2008
Alabama Board of Respiratory Therapy	Initial License	Allows users to apply for license online	This application is in development	July 2008
Alabama Department of Child Abuse and Neglect Prevention	Children's Trust Fund Payment Portal	Allow users to make payments online	This application is in the pre-project phase.	TBD
Alabama Department of Corrections	Inmate Canteen	Allow payments for online inmate canteen	This application is in the pre-project phase.	October 2008
Alabama Ethics Commission	Lobbyist Registration	Allow lobbyist to register online	This application is in development	September 2008
Alabama Real Estate Commission	Pre/Post License Instructor	Allows instructor to apply to teach online	This application is in the pre project phase	October 2008
Alabama Board of Cosmetology	Electronic Inspections Application	Allows users to inspect facilities on site using mobile devices	This application is in internal development	TBD

Alabama Real Estate Commission	New School Registration	Allows instructor to register their school online	This application is in the pre project phase	October 2008
Alabama Department of Revenue	Auto Dealers License Renewal/ Initial	Allow auto dealers to renew and apply for license online	This application is in the pre project phase	October 2008
Alabama Liquefied Petroleum Gas Board	D, E, F Permit Renewals	Allow users to renew their permit online	This application is in the pre project phase	January 2009
Alabama Social Work Examiners Board	Initial License Application	Allow users to apply for initial license online	This application is in the pre project phase	TBD
Alabama Department of Revenue	Motor Vehicle Surety Bonds Application		This application is in the pre project phase	TBD

Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Magazine Update	Allow citizens to pay for licenses, gifts, subscriptions at same time	This application is in the pre-project planning phase	July 2007
Alabama Home Builders Licensure Board	License Renewal	Update to current license renewal	This application is in the pre-project phase.	October 2008
Alabama Criminal Justice Information Center (ACJIC)	Limited Criminal Histories	Adding additional data sources	This application is in the pre-project phase.	TBD
Alabama Board of Engineers and Land Surveyors	License Renewal	Update to add CE's to current application.	This application is in development.	October 2008
Alabama Farmer's Market	Shopping Cart	Update to current shopping cart	This application is in development	September 2008
Alabama Department of Conservation and	Shopping Cart	Update to current shopping cart	This application is in development.	September 2008

Natural Resources				
Alabama Secretary of State	UCC Filings	Update to allow batch file for UCC web service	This application is in development	September 2008
Alabama State Motor Pool	State Vehicle Reservation	Update to add PIN field	This application is in development	September 2008
Alabama Board of Engineers and Land Surveyors	Certificate of Authorizations	Update to existing application	This application is in development	November 2008
Alabama Department of Revenue	Personalized Tag Reservations	Rewrite application to allow for easier maintenance and streamline user interface	This application is in the pre project phase	TBD
Alabama Board of Optometry	License Renewal Updates	Update to existing application	This application is in development	October 2008
Alabama Information Systems Division	IT Strategic Planning Update	Update to existing application	This application is in development	TBD
Alabama Secretary of State	Update to Merchant Services	Update Authorizing Transactions	This application is in development	October 2008

SERVICE REQUESTS

Service Request #185
Alabama Secretary of State – Corporation Certificate of Existence
Alabama Interactive requests and recommends this service for the Alabama Department of Revenue is added to the network. The online application will be a convenience fee service and will be developed at no cost to the department.

Service Request #186
Alabama Secretary of State – Corporate Name Reservations
Alabama Interactive requests and recommends this service for the Alabama Department of Revenue is added to the network. The online application will be a convenience fee service and will be developed at no cost to the department.

MONTH IN REVIEW

September Financial Report (Alabama Interactive)

Total September AI Network Transactions	393,091
Average Successful Request per Day:	13,103
Total September alabama.gov Visitors:	266,339
Total September alabama.gov Page Views:	1,145,163
Total September alabama.gov Chats or Offline Messages from Live Help:	545

OPERATIONS & ADMINISTRATION

In September, Alabama Interactive completed the implementation of over the counter merchant services for the Alabama ABC Board. We are very excited about the possibilities for this service. Through the experience of this implementation, Alabama Interactive will be able to offer these services to several other agencies.

OTHER BUSINESS/IN CLOSING

In closing, September was a fast-paced month with the completion of several application upgrades and the launch of two new applications. License renewal period was in full swing and seem to be receiving strong year over year adoption rates.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1989, or email at sloane@alabamainteractive.org

Respectfully Submitted,

Sloane Wright